



Training Opportunity

Course Title:	How to Handle Unacceptable Behavior and Other Tough Employee Problems
Date(s)/Time:	April 13-14, 2004
Location:	Holiday Inn Crossroads 2000 Staples Mill Road Richmond, VA
Tuition:	\$296.25
Vendor:	National Seminars
Course Manager:	Louise Olszewski at Louise.Olszewski@cpocscr.army.mil 256 842-6540/DSN 788-6540
Cancellation Policy	If reservation is cancelled, credit is given for a future seminar or you may substitute another employee.

Who Should Attend: Managers and supervisors at all levels, team leaders, and/or anyone in a position of authority who must get results through others.

Course Description:

Here's just a sample of the behavior-changing criticism and discipline skills you'll learn ...

- Coaching/feedback techniques that result in dramatic improvement for under-performers
- Important insight into reasons why non-performers aren't getting the job done
- "How to's" for providing criticism in a way that causes positive change, not resentment and defensiveness
- Proven strategies for turning around chronic complainers, naysayers, and negative employees
- Keys to disciplining rule breakers fairly and effectively
- Motivation tactics that light a fire under apathetic workers and those "just marking time"
- Tips for matching your leadership style to your employee's needs for amazing results

Registration Information:

Registration Deadline: April 2, 2004

Participants should follow local procedures for securing approval to attend this course. After receiving approval, contact Louise Olszewski at Louise.Olszewski@cpocscr.army.mil for a space in the course. Your organization's Credit Card Holder should complete and fax the attached payment authorization sheet to Louise Olszewski prior to the course start to enter your name on the course roster.

Additional Information:

The price quoted in this announcement is only available through the course manager. Employee should fax a copy of training certificate to course manager to receive credit in MDCPDS training record. Fax number is 256 876-3627/DSN 746-3627.

South Central Region Human Resources Development Payment Authorization Sheet

This document confirms approval of the following individual(s) to attend this training program and authorizes the vendor to charge the listed tuition amount to the attendee's organization. **If multiple employees are attending from the same organization attach a separate sheet listing each additional employee's name, phone number and e-mail address.** Fax completed document(s) to: **256-876-3627 (DSN 746-3627)**. If you have questions, please call Marsha Samples, 256 842-6543 or Louise Olszewski, 256 842-6540 (DSN 788).

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2000 Staples Mill Road
Richmond, VA

Start Date: April 13-14, 2004
Tuition: \$296.25
Vendor: National Seminars

Employee Name:
Organization:
Installation:
Phone number:
FAX number:
E-Mail Address:

Cardholder Name
Cardholder phone number
(commercial number with area code)

Payment Information ☐

Please charge the tuition amount to:
Purchase Card #:

Expiration Date _____

☐

Please contact the cardholder listed above to obtain
purchase card information.

Receipt Information ☐

I do not require a receipt for this service **OR**

☐

Please send receipt to (provide address, fax and/or
e-mail):

E-Mail (Optional)

Commercial FAX Number (Optional):

Signature of purchase card holder

Date

SCCPOC HRD V1.4